

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**ANIMAL SERVICES OFFICER
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs specialized work for the City Police Department in the enforcement of ordinances and statutes related to the welfare and control of animals. Reports to the Animal Services Supervisor.

DISTINGUISHING FEATURES OF THE CLASS

An employee of this class performs routine work in enforcing animal control and animal welfare regulations. Work involves responding to requests for service pertaining to violations of City ordinance and State statutes regulating the control and welfare of animals. Employee is responsible for conducting investigations of animal bites, dangerous animals and animal cruelty as well as apprehending and impounding stray domestic animals, sick or injured animals and those posing a danger to the health or safety of the general public; accepting unwanted domestic animals; addressing violations including the requirement to procure a dog license; and testifying in court. Tact and courtesy are required in explaining animal control laws to animal owners. Employee is subject to the usual hazards of animal control work. Assignments received throughout the day require the application of independent judgment and initiative. Work is performed under the general supervision of the Animal Services Supervisor and evaluated through observation and discussions concerning the efficiency and the effectiveness of duties performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Responds to requests for service including but not limited to; reports of stray or nuisance domestic animals, sick or injured animals, pick up of unwanted domestic animals, concerns about animal cruelty, reports of dangerous animals and animal bites, assisting Police Officers on calls where animals are involved, assisting the public with the loan of humane traps (for the capture of nuisance cats and dogs) and evaluating applications for animal permits.

Participates in after-hours standby duty.

Issues verbal and written warnings and civil citations for violations of the animal control ordinance.

Obtains warrants in pursuit of criminal charges as needed.

Impounds domestic animals found running at large at the animal shelter and maintains corresponding records including location of pick up.

Transports sick or injured animals to the animal shelter (or wildlife rehabilitator) and takes appropriate steps to relieve the suffering of the animal.

Assists the Chief of Police in the appeals process when violations or orders are contested by providing a statement and/or report for his/her review.

Develops criminal cases of merit for prosecution in District court and testifies in court when charges are contested.

ANIMAL SERVICES OFFICER

Testifies at Noise Board hearings as a witness when applicable.

Operates a light truck or van in field duty and maintains the equipment assigned to that vehicle.

Completes and maintains investigation reports, case files, daily field logs, shelter admission records, warnings and citations, and other applicable records.

Educates the public with regard to animal services methods and regulations and relevant issues of animal welfare and responsible pet ownership.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of laws related to animal control and animal welfare.

Working knowledge of the geography of the City.

Working knowledge of practices concerning the safe handling and care of animals.

Ability to maintain accurate daily records and reports.

Ability to explain and enforce animal control and animal welfare laws.

Ability to understand and carry out oral and written instructions.

Ability to exercise tact and courtesy in frequent and varied contacts with animal owners and the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to work within a variety of ever-changing assignments.

Skill in the use of equipment employed in animal care, capture and restraint.

Skill in the use of a computer.

Skill in communication including speech, handwriting, spelling, comprehension and appropriate body language.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school; and/or an equivalent combination of experience and training required to perform the essential job functions.

SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the State of North Carolina. Basic certification as an Animal Control Officer through the National Animal Control Association.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes appropriate processes, procedures, resources and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict and perform as an effective team member.

ANIMAL SERVICES OFFICER

Intellectual Competency: Ability to think, learn, and process information. Ability to solve problems and gather necessary information; includes having math and literary skills appropriate to job levels and routine assignments.

Customer Service: Ability to identify valid customer needs and provide service in a manner that satisfies the customer and is appropriate and consistent with division policies and procedures.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions accordingly.

Physical Skills: Ability to perform required tasks with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt
Salary Grade 10